

UPDATE:

Effective September 16, 2013, the issue regarding the online prior authorization system error message has been resolved.



August 29, 2013

Announcement 634

Online Prior Authorization System Error Message Issue

HP Enterprise Services (HPES) is aware of an issue in the online prior authorization system when the maximum number of service lines has been saved. When submitting or resubmitting a prior authorization on the Provider Web Portal when the maximum number of service lines has been saved, the following message is currently being displayed: "You have reached the maximum number of rows allowed for this list."

The screenshot shows a table titled "Bed Information" with columns: From Date, # of Days, Through Date, Code, and Action. The table contains 10 rows of data. A red box highlights the error message: "You have reached the maximum number of rows allowed for this list." A white callout box with a black border points to the error message and contains the text: "You have reached the maximum number of rows allowed for this list."

	From Date	# of Days	Through Date	Code	Action
<input type="checkbox"/>	01/01/2014		12/31/9999	0110-R&B-PVT-GENERAL	
<input type="checkbox"/>	11/11/2013		12/31/9999	0112-R&B-PVT-OBSTETRIC	
<input type="checkbox"/>	12/12/2013		12/31/9999	0113-R&B-PVT-PEDIATRIC	
<input type="checkbox"/>	03/03/2013	4	03/07/2013	0101-ALL INCLUSIVE R & B	Remove
<input type="checkbox"/>	04/04/2013	5	04/09/2013	0001-Total Charge	Remove
<input type="checkbox"/>	06/06/2013	6	06/12/2013	0111-R&B-PVT-MED-SUR	Remove
<input type="checkbox"/>	07/07/2013	7	07/14/2013	0111-R&B-PVT-MED-SUR	Remove
<input type="checkbox"/>	08/08/2013	8	08/16/2013	0110-R&B-PVT-GENERAL	Remove
<input type="checkbox"/>	09/09/2013	9	09/18/2013	0112-R&B-PVT-OBSTETRIC	Remove
<input type="checkbox"/>	10/10/2013	10	10/20/2013	0116-R&B-PVT-Modification	Remove

You have reached the maximum number of rows allowed for this list.

Surgical Procedures

Click the **Remove** link to remove the entire row.

After the maximum number of service lines has been saved and the "Submit" button is clicked, the following error message is being displayed.

The screenshot shows a dialog box titled "Unsaved Data Warning" with the following text: "The prior page contained unsaved Service Detail changes. If changes needed to be saved, navigate back to the page, reapply the changes to the table, and save." There is an "OK" button at the bottom.

Unsaved Data Warning

The prior page contained unsaved Service Detail changes. If changes needed to be saved, navigate back to the page, reapply the changes to the table, and save.

OK

HPES is working to resolve this issue as soon as possible. In the meantime, you can disregard this message if all of your service lines have been added, click "OK" to continue, and then click the "Confirm" button to submit the prior authorization.